

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

MIGRANT SERVICES WORKER

JOB DESCRIPTION

Employees in this job perform a variety of duties involving the development and maintenance of client information for referral to day care, social services, and employment programs. The work involves frequent contact with clients and others to obtain and verify information needed to make appropriate referrals and eligibility determinations.

There are three classifications in this job.

Position Code Title – Migrant Services Worker-E

Migrant Services Worker 8

This is the entry level. The employee receives close supervision and guidance while learning the methods and procedures of migrant services work.

Migrant Services Worker 9

This is the intermediate level. The employee works in a developing capacity with increased responsibility for performing a range of migrant services assignments.

Migrant Services Worker E10

This is the experienced level. The employee performs a full range of migrant services assignments using considerable independent judgment to interpret and apply guidelines and make decisions.

NOTE: Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Interviews clients and conducts investigations by telephone, mail and in person to obtain information necessary to ascertain vocational and employment needs.

Interviews local area growers in order to determine their labor needs and to inform them of migrant services available.

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Refers migrant workers to area growers in need of workers, or provides migrant workers with information about growers in other parts of the state in need of workers.

Explains eligible services, the processes for obtaining such services, and conditions of eligibility.

Serves as an interpreter and advocate for migrant clients, the Department of Human Services, other agencies and groups.

Maintains communication with area growers of agricultural products to monitor the need for migrant workers and to keep apprised of the agricultural labor demands of the area, as well as maintain communication with others to promote and facilitate provision of work and services for migrant clients.

Provides plans for employment and training services, and assists in developing job opportunities for migrant workers.

Collects data, maintains records, prepares reports, and conducts correspondence related to the provision of migrant employment services.

Provides emergency transportation for migrant clients as necessary.

Refers migrants to other agencies and organizations providing services to migrants and maintains on-going communication in order to share resources.

Transports migrant workers to work site.

Recruits and registers migrant workers for area growers by visiting labor camps.

Provides assistance to migrants in recognizing their needs and in solving their problems.

Functions as a liaison between migrants and community organizations, medical clinics, private and public organizations, schools, and churches for additional services and assistance.

Makes recommendations to the department on ways to improve migrant services and explains the migrant workers' needs.

Assists migrant workers in acquiring the proper documents necessary for obtaining legal employment and makes appropriate referrals.

Performs related work as assigned.

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JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is required at the intermediate level, and considerable knowledge is required at the experienced level.

Knowledge of client serving office work and information processing methods and practices, including computer information processing systems.

Knowledge of interviewing and data-gathering techniques, in order to ascertain clients' vocational, employment, family service, or emergency food needs.

Knowledge of social services agencies and services provided.

Knowledge of the needs and problems faced by the migrant workers and their families.

Knowledge of community social conditions.

Knowledge of the culture and background of migrant workers.

Knowledge of community resources, programs, private and public organizations and services available to assist migrants.

Knowledge of rural and farm community values and standards.

Knowledge of area agricultural base, ripening time of various crops, need of local growers for migrant labor, and the availability of housing for migrant workers.

Knowledge of statewide agricultural base and crops in order to assist migrant clients in finding additional work.

Knowledge of laws, rules, regulations, policies and procedures governing the crew leader certification and the accompanying paperwork.

Knowledge of U.S. Department of Immigration and Naturalization laws, rules, regulations, policies and procedures governing legal employment in the United States.

Knowledge of geographic location of area growers, labor camps, field sites, etc.

Knowledge of office work, business practices and business office machines.

Ability to follow oral and written instructions.

Ability to read, write, and communicate effectively in Spanish and English.

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Ability to obtain information in investigations and interviews.

Ability to establish positive relationships with people.

Ability to use initiative and discretion in making decisions in emergency situations.

Ability to perform basic math and bookkeeping functions.

Ability to maintain records, prepare reports and conduct correspondence related to the work.

Ability to read, interpret and apply program policies and procedures.

Ability to explain the department's programs to migrants.

Ability to understand and accept the behavior of the aged, disabled and blind migrant workers.

Ability to operate a motor vehicle.

Ability to interpret county, city, township and state maps and migrant workers housing lists for locating migrant camps.

Ability to maintain favorable public relations.

Working Conditions

Some jobs require considerable travel by personal automobile.

Some jobs require the employee to work on a seasonal basis and flexible hours.

Physical Requirements

None.

Education

Completion of two years of college (60 semester or 90 term credits).

Experience

Migrant Services Worker 8

No specific type or amount is required.

Migrant Services Worker 9

One year of experience equivalent to a Migrant Services Worker 8.

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Migrant Services Worker E10

Two years of experience equivalent to a Migrant Services Worker, including one year equivalent to a Migrant Services Worker 9.

Alternate Education and Experience

Completion of one year of college (30 semester or 45 term credits) and two years of administrative support experience performing such duties as interviewing the public, obtaining required information, and making decisions necessary to render services to a client, including one year equivalent to the experienced (E7) level, may be substituted for the education requirement.

Four years of administrative support experience performing such duties as interviewing the public, obtaining required information, and making decisions necessary to render services to a client, including two years equivalent to the experienced (E7) level, may be substituted for the education requirement.

Special Requirements, Licenses, and Certifications

Competency in reading, writing and communicating effectively in Spanish and English.

Possession of a valid Michigan driver's license.

Daily access to a motor vehicle.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code
MIGSRVWKR

Job Code Description
Migrant Services Worker

Position Title
Migrant Services Worker-E

Position Code
MGSVWKRE

Pay Schedule
E42-002